GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1891
ANSWERED ON:11.12.2008
COMPLAINTS OF DISABLED
Jindal Shri Naveen

Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received from disabled passengers regarding lack of proper facilities during the last three years and the current year;

(b) the nature of such complaints and action taken on them;

(c) whether any specific facilities have been provided for disabled persons, particularly those in wheel chairs; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (DR. R. VELU)

(a)& (b): No separate statistics are maintained. However, on receipt of any complaint in this regard, proper investigation is made and appropriate remedial action is taken.

(c) & (d): In pursuance of implementation of Disabled Act, all 'A-1' and 'A' category stations have been provided with standard ramp, parking lots, non-slippery walkway, signages, toilets, water taps, "May I Help You" booth and wheel chairs. These facilities have been planned for completion by March 2009 at 'B' category stations.

Railways have planned to provide facility of inter-platform transfer through use of pathways provided at the end of platforms for disabled persons in wheel chairs to facilitate inter- platform transfer. Railways are also planning to provide smooth barrier free access at stations through provision of lifts/escalators over 26 major and important railway stations identified for development as world class stations.

Indian Railways have been manufacturing certain passenger coaches having a separate compartment specially designed for wheel chair borne passengers. These compartments have facilities like wider entrance door, wider aisle and knee space to permit easy movement of wheel chair, toilets adopted to need of such passengers, arrangements for securing wheel chair during the journey etc.